

2005 Governor's Award for Quality and Productivity

Employee Work Teams That Deliver Results in Missouri State Government

On Tuesday, September 20, 2005, Governor Matt Blunt recognized 6 teams as winners of the prestigious 2005 Governor's Award for Quality and Productivity (GAQP) in a ceremony held in the Capitol Rotunda.

For more than 17 years, the GAQP has recognized the efforts, innovation, and commitment to excellence and quality of teams in Missouri state government.

This year 39 teams applied for awards in specific categories: Customer Service, Efficiency, Innovation, Process Improvement, Technology in Government and Workforce Planning.

Planning and Development is proud to provide the following information about the winning team in each category:

CUSTOMER SERVICE



Access Program (TAP) Team—Office of Administration

Until recently, Missouri lagged behind other states in providing adaptive telecommunications equipment for individuals with disabilities. Missouri's program provided limited adaptive devices and was operated by an out-of-state contractor unfamiliar with Missouri resources. No support services were provided which resulted in consumers obtaining equipment that did not meet their disability needs. Nearly one in every three dollars of program costs were used for administrative expenses.

Missouri Assistive Technology began administration of the Telecommunications Access Program (TAP) in late 2000. The TAP team researched other state programs, identified best practices, and implemented a new program with no down time to consumers. Since then the team has increased four fold the number of consumers who obtain equipment through the program, decreased costs per device through competitive bidding, utilized local resources to provide consumer support services, and decreased the percentage of administrative costs. Consumer satisfaction is extremely high and TAP has received multiple awards and national recognitions.

For additional information on this team's accomplishment contact Dianne Golden at 816-350-5280 or dgolden@swbell.net.

EFFICIENCY



Fleet Management Team—Office of Administration, Departments of Agriculture, Corrections, Conservation, Economic Development, Elementary and Secondary Education, Health and Senior Services, Higher Education, Insurance, Labor and Industrial Relations, Mental Health, Natural Resources, Public Safety, Revenue, Social Services, Transportation, Missouri Lottery Commission, and State Tax Commission

A number of attempts to establish a centralized fleet management program had failed over the past several years; however, the Fleet Management Team garnered critical legislative and top management support to implement lasting and necessary change in agency fleet practices.

The Fleet Management Team was formed to improve the efficiency of the state vehicle fleet and accomplished a number of notable achievements:

- ◆ Developed and implemented a comprehensive State Vehicle Policy
- ◆ Reduced commuting in state vehicles by 74%
- ◆ Implemented uniform fleet tracking system with reporting capabilities
- ◆ Established an accurate count of the number of state owned vehicles
- ◆ Eliminated over 1,100 underutilized vehicles from the state fleet
- ◆ Increased the efficiency of pool vehicles by 18%
- ◆ Created the Trip Optimizer, an interactive web application to assist employees in determining the most cost effective mode of travel

For additional information on this team's accomplishment contact Mark S. Kaiser at 573-751-4656 or Mark.S.Kaiser@oa.mo.gov.

INNOVATION



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State Property Insurance Team—Office of Administration

Catastrophic events, such as September 11th, hurricanes and earthquakes, ushered in a wave of changes within our society and substantially impacted the insurance industry. Losses and lower market returns set in motion the pendulum swing toward higher rates and diminished coverage. The state was not immune from these market forces.

Dramatically higher insurance costs were coming at a time when the state could least afford the added expense. The State Property Insurance Team investigated options and designed an innovative risk financing technique, not known to be used by any other state. Using the financial strength of the state, this unique fund pays claims and satisfies the legal and financial obligations to bondholders. The team drafted legislation, garnered legislative support and prepared coverage documents and implementation procedures.

Savings exceed \$2 million in the first two years since the Property Preservation fund was implemented.

For additional information on this team's accomplishment contact Mark S. Kaiser at 573-751-4656 or Mark.S.Kaiser@oa.mo.gov.

TECHNOLOGY IN GOVERNMENT

Kansas City Scout Ethernet Communications Team



Department of Transportation (MoDOT)

Kansas City Scout uses an extensive network of traffic operations system field elements including 88 Closed Circuit Television Cameras, 38 Dynamic Message Signs, Highway Advisory Radio, and hundreds of Vehicle Detector Stations to help maximize roadway capacity, reduce air pollution, improve emergency response times, and provide safer freeway travel to the general public.

The Scout network uses sophisticated fiber-optic gigabit Ethernet and IP-addressable controller technologies to provide an environment that is much easier to integrate, maintain and operate. MoDOT has been able to implement center-to-field national standards to a degree not seen in metropolitan traffic management systems previously deployed throughout the nation.

For additional information on this team's accomplishment contact Bob Brendel at 573-751-8717 or Robert.Brendel@modot.mo.gov.

PROCESS IMPROVEMENT



Practical Design Team—Department of Transportation

Improving Missouri's roadways and bridges has become increasingly challenging due to the size of the system and limited funding. With the short-term prospects for additional funding unlikely, the department needed to find ways to design, build and maintain our transportation system better, faster and cheaper in order to build public confidence. By creatively designing and constructing projects that discuss on the root need of the improvement, we introduce opportunities to save project costs. These savings will then be applied to new projects to help further improve the system of Missouri's roadways.

For additional information on this team's accomplishment contact Ray Webb at 816-622-0523 or at Raymond.Webb@modot.mo.gov

WORKFORCE PLANNING



Flexible Scheduling Team—Department of Mental Health

The Biggs, Cognitive Behavior Rehabilitation Program (CBRP) Scheduling Team was chartered based on the Workplace Improvements initiative to identify the issues driving employee satisfaction – particularly the front-line Direct Care staff. The team conducted employee focus groups to gather feedback, the staff wanted:

- ◆ Safe work environments
- ◆ Increased flexibility
- ◆ To be listened to and respected
- ◆ Less overtime, especially mandatory overtime
- ◆ Increased control over their lives at work and away from work

The team recommended exploring flexible scheduling models, as the staff only worked eight-hour shifts in the day, evening or night. A pilot program of Flexible Scheduling Team was initiated at Fulton at the Biggs CBRP unit with the highest-acuity, most difficult environment to work in across all DMH facilities.

For additional information on this team's accomplishment contact Felix Vincenz, Chief Executive Officer of the Central Hospitals System for the Missouri Department of Mental health at 573-592-3412 or at Felix.Vincenz@dmh.mo.gov.